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QUEEN'S PRINTER AGENCY

2002/2003 BUSINESS PLAN

QPA
QUEEN'S PRINTER
AGENCY

Yukon
Infrastructure

MANAGEMENT SUMMARY

What is the Queen's Printer Agency?

The Queen's Printer Agency (QPA) is a unit of the Department of Infrastructure that supplies publishing services to government departments and public agencies.

QPA provides a comprehensive publishing management service that enables customers to focus on their core business of delivering programs to the public. The customers pay for most of the QPA's services at cost, although some services are covered by funds voted to Infrastructure. Accountability for the manner in which services are acquired and managed is transferred to Infrastructure through the written service requests or requests for purchase that the customers provide.

Why does the Queen's Printer Agency have a business plan?

The business plan is the mechanism by which the Agency identifies the operating objectives, the activities undertaken to meet them and the resources required.

The QPA business plan outlines the total scope of activities and projected expenditures.

What are the highlights of this business plan?

The QPA manages comprehensive publishing projects for government initiatives and programs in a cost effective and efficient manner. The agency helps develop specifications and instructions that assist private-sector firms in the execution of these projects. In 2002/2003 the QPA will:

- Implement a marketing plan.
- Increase services to keep pace with customer demand.
- Further explore ways to provide universal electronic forms.

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A. INTRODUCTION

The Queen's Printer Agency (QPA) business plan identifies the operating objectives of the Agency and the actions and resources required over the next year to meet them. It formalizes the agency's commitment to accomplishing the objectives and serves as a management and internal communication tool. The plan is updated annually which demonstrates that the Agency is continually looking for ways to improve.

This plan identifies the operating objectives of the agency during 2002/2003 and beyond.

1. Queen's Printer Agency

The QPA is a unit within the Supply Services Division of the Department of Infrastructure, Government of the Yukon. Offices and production facilities are located in the Supply Services Building, 9029 Quartz Road in Whitehorse, Yukon.

QPA – a unit within the Supply Services Division of Infrastructure.

2. Mission

Mission

The mission of the Queen's Printer Agency is:

To help government departments and publicly funded agencies meet their objectives by providing cost-effective, client-driven publishing services.

Cost-effective, client-driven publishing services

3. Mandate

Mandate

The QPA is accountable for:

- Bottom Line Results: managing the delivery of publishing services in an entrepreneurial and business-like manner to ensure that the best use is made of government resources.
- Client Service: satisfying its clients' publishing and equipment planning needs.
- Private Sector Involvement: providing opportunities for private sector services.

- **Bottom line results**
- **Client service**
- **Private sector involvement**

4. Products and Services

Products and Services

To meet the publishing needs of its clients, the QPA provides the following services:

- **In-house, black ink, print-on-demand production**

In-house, black ink, print-on-demand production

QPA has defined the niche it will fill in meeting government-wide printing needs, namely black ink, print-on-demand service. QPA printroom staff have the ability to supply quick turnaround and confidentiality on print projects (i.e., budget documents, Ministerial announcements, introduction of new legislation).

Effective print-on-demand services mean that clients can order the exact number of copies they need, without having to keep an inventory on hand for some future demand. Information does not become stale because changes to originals can be made quickly and easily when the next set of copies is required. There is less waste than with offset printing because there are fewer unused copies. Printing costs remain the same, regardless of job size, so clients do not order more than they need simply to get a lower unit cost. Clients also have the ability to forward jobs electronically on disk or by e-mail.

- **Benefits of print on demand:**
  - **Quick turnaround**
  - **Less inventory**
  - **Less waste**
  - **No stale data**
  - **Electronic capability**

- **Creative services and graphics consulting**

QPA assists clients with creative concepts in the planning stage. This helps develop comprehensive specifications and instructions for private sector design firms. QPA helps clients liaise with private sector design firms to ensure budget, timeline and quality are maintained. QPA can also provide technical assistance to clients in the ever-changing area of digital graphics. QPA maintains the latest technology and computer design equipment in the QPA design studio in order to assist clients verify, modify, edit, and archive digital graphics files.

- **Creative Services:**
  - **Develop concepts**
  - **Liaise with private sector**
  - **Technical assistance**

- **Forms design and production**

QPA assists clients in the development and design of forms. In-house design and production services in conjunction with private sector forms design firms provide clients with an efficient and economical source for their forms requirements including new forms and updated forms. QPA maintains a tracking system for government forms both chronologically and numerically by assigning code reference numbers (YG numbers), and manages pre-press and printing of forms. QPA will continue to assess form design as requests are received in order to ensure technical barriers are removed to allow local printing of forms.

- **Forms:**
  - **Design**
  - **Production**
  - **Consulting**
  - **Updating**
  - **Tracking**

- **Project management and publishing contract management**

QPA Account Managers provide advice and assistance to clients on a wide range of publishing matters. Assistance includes:

- Pre-production planning and advice;
- Preparing specifications for production and printing;
- Obtaining competitive quotations;
- Issuing and managing supplier contracts;
- Preparing timelines for the production;
- Advising on visual identity requirements;
- Monitoring quality; and
- Coordinating all the partners in the project to ensure a quality product is delivered on time and on budget.

- **Publishing management:**
  - **Pre-production planning and advice**
  - **Preparing specifications**
  - **Managing supplier contracts**
  - **Visual identity**

- **Legislative Subscription services**

QPA provides legislative documents and government publications to regular subscribers and one-time buyers in both paper and electronic format. High profile publications include Hansard, Yukon Gazette, Statutes and Regulations. Legislative Publications Pricing Regulations, O.I.C. 1994/211, Public Printing Act, set the fee schedule for all legislative publications. Recoveries are deposited into the Consolidated Revenue Fund.

- **Legislative Subscriptions:**
  - **Legislative documents**

5. Key Success Factors

Key Success Factors:

Key factors which ensure success in achieving the mission and mandate are:

- Client service: The QPA strives to be the service provider of choice for its clients, which means:
  - Partnering with clients to ensure publishing projects are delivered on time and on budget;
  - Keeping up-to-date knowledge of clients' publishing needs;
  - Maintaining open lines of communication with clients;
  - Being service-driven, "going the extra mile" to help the client find the right solution; and
  - Being knowledgeable about all aspects of publishing and willing to share this information.

- **Deliver on time and on budget**
- **Know the clients' needs**
- **Open communication with clients**
- **Know the publishing business**

- Relationships with suppliers: Finding the right solution to the client's needs requires solid supplier relationship in all sectors of the business, which means:
  - Keeping current and familiar with our suppliers' products, services, prices and capabilities;
  - Ensuring that suppliers are kept up to date on the government's publishing needs; and
  - Maintaining open lines of communication, anticipating problems and dealing effectively with them when they arise.

- **Know the suppliers**
- **Ensure suppliers know the government's needs**
- **Keep open communication with suppliers**

- Teamwork and flexibility: Publishing encompasses a wide range of needs and services. Producing the right publishing solution means pulling together resources from several sources, which can only happen when people work together effectively.

- **Teamwork – resources working together**

6. Organizational Structure

Organizational Structure

The QPA is a program activity of the Supply Services Division of the Department of Infrastructure. The QPA Manager reporting to the Director, Supply Services Division, manages day-to-day business.

Refer to Organizational Structure (Appendix A) for more information.

7. Financial Structure

Financial Structure

Certain operations of the Queen's Printer Agency are expected to generate revenue sufficient to meet operational and maintenance requirements as well as contribute to the orderly replacement of capital assets for those operations. Revenue-dependent operations include in-house black and white quick printing, and in-house graphics and forms design. The revenue dependent part of Queen's Printer Agency operates through a revolving fund governed by Section 44.3 of the Financial Administration Act. The fund has an annual limit of $350,000 for capital expenditures.

Other operations are funded by money voted directly to the QPA by the legislature. The services are provided at no charge to customers. Funded services are project management, publishing contract management and subscription services. Fees charged for legislative subscriptions are returned to the Yukon Government's general revenue.

Work that is contracted out to the private s[illegible]r and managed by QPA is paid for by customers on a direct billing ba[illegible].

B. WORK PLAN

2002/2003 Work Plan Highlights:

1. In 2002/2003 QPA will:

- Implement a marketing plan to increase uptake by departments of the various services provided by QPA. This will include:
  - Strategies to access copying that is currently being done on departmental copiers that is better suited to QPA equipment.
  - Tours of the printroom and graphic design unit.

Marketing QPA services

- Continue to support government-wide initiatives:
  - Business Incentive Policy,
  - Citizen-Centered Service Delivery,
  - Red Tape Reduction,
  - Renewal,
  - Devolution.

Support government-wide initiatives

- Continue to liaise with government communications personnel to share information and assist in planning activities in order to achieve a more proactive role in project management.

Liaise with communications personnel

- Increase services to meet customer demand – consult with clients to identify new requirements (i.e. electronic storage of print files).

New services

- Explore opportunities for providing electronic forms, which could be accessed universally:
  - As a member of a newly formed inter-jurisdictional Forms Management Committee work with other jurisdictions on a standardization committee that would develop a National Standard of Canada on Forms Management. This standard would also include electronic forms for service delivery to clients.
  - Work with departments to create one site that will house all department forms. Links to forms will be included within departmental web pages.

Electronic forms

- Enhance legislative subscription management services:
  - Arrange for on-line ordering of subscriptions.

On-line ordering

- Develop career path training plans and ensure that staff receive on-going technical and client service training with emphasis in 2002/2003 on:
- Project management and customer service;
- Database management;
- Electronic forms production and management systems training;
- Graphic design, with emphasis on managing digital files;
- Digital workflow;
- Printing and publishing processes; and
- Procurement practices.

Staff development

2. Looking to the Future:

Over the long term, QPA will continue to pursue the directions established in the 2002/2003 Business Plan. The facility will serve the basic needs of the government and will exist in balance with private sector printers:

- Play an active role in the on-going evolution to electronic publishing media.
- Ongoing training of new staff in the QPA systems.

C. BUSINESS CONCEPTS

1. Performance Measurements

Performance Measurements

The success of the QPA in fulfilling its mission and meeting its mandate will be measured by:

- Overall client satisfaction – as determined through point-of-service feedback surveys and focus group sessions.

  Client satisfaction

  A focus group will be set up to discuss client service at the Queen's Printer. This group will consist of four or five contacts from various departments that will meet four times a year.

  Focus group

- Measuring volume and dollar value of all QPA Service Requests – for in-house print-on-demand services.

  Unit costs

2. Financial Objectives

Financial Objectives:

In 2002/2003 Queen's Printer revenue will come from two sources:

Fee for service:

- Fee for service for all printroom costs and design unit costs.
  - **Printroom/Design**
- An appropriation for all other costs.
  - **Appropriation**

The QPA has three main groups of assets that support the operation:

QPA Assets

- Copiers:
  - Docutech 135.
- Finishing equipment:
  - Cerlox punch and spreaders,
  - Stitcher,
  - Paper drilling machine,
  - Paper cutter,
  - Table-top folder, and
  - Padding machine.
- Design unit equipment.

3. Production Objectives

Production Objectives

Appendix D shows that, based on projected volumes for 2001/2002, about 42% of all government in-house printing (excluding printing on laser printers) will be done in the printroom. This is an 8% increase over last year. Government-wide printing activity for 1999/00 – 2002/03 (estimate) is presented in Appendix E, which shows the dollar amount done in-house and by private sector.

In our effort to capture some of the printing jobs that are currently being done on departmental copiers, QPA will continue to invite client departments to spend time in the printroom facility to familiarize themselves with the services available. A review on efficiencies of photocopier usage in government may help to convince departments that:

- the larger photocopying jobs can be handled more efficiently by Queen's Printer using the docutech.
- Shifting copying work to Queen's Printer would reduce departments' capital costs.
- O&M costs such as copier maintenance and labour involved in copying in small batches could be reduced.

Appendix A

ORGANIZATIONAL STRUCTURE

The following describes the duties of the current positions in the Queen's Printer Agency:

Manager:

The position manages the operations and planning of the QPA, supervises the in-house production services, provides for the delivery of the legislative document subscriptions service, coordinates the publishing management and document management programs of the Yukon Government.

The position evaluates, directs, manages and consults on publishing and printing procurement standards, systems and procedures to clients. Thirty percent (30%) of the Manager's salary is charged to the Agency, seventy percent (70%) to the legislative appropriation.

Account Managers – 3 positions:

Reporting to the Manager, the incumbents ensure that the full range of their clients' publishing needs are met, either through in-house resources or through private sector contractors. The Account Managers are the primary liaison between QPA and its clients at all levels. They foster client relationships to enable effective service delivery. They provide consulting services, and provide project management and procurement functions. One Account Manager position is designated as fully bilingual to facilitate meeting the commitment to bilingual publishing services. Forty-five (45%) of the Account Managers' salaries are charged to the Agency, fifty-five percent (55%) to the legislative appropriation.

Creative Consultant/Graphic Designer:

Reporting to the Manager, the incumbent performs graphic and electronic art production services to ready client publishing requests for printing, provides design consultation, conceptualizes and develops creative design ideas for documents and other published material. One hundred percent (100%) of the Creative Consultant/Graphic Designer's salary is charged to the Agency.

Forms Clerk:

Reporting to the Graphic Designer, the incumbent manages the forms management information system; maintains the electronic art system; maintains the inventory management records system; compiles design, manufacturing specifications and cost information; designs and prepares camera-ready art for one-part forms (electronic and print versions); and consults with clients on services and standards on product use.

Legislative Subscriptions Clerk:

Reporting to the Manager, the incumbent supplies registered subscribers with copies of legislative documents including Statutes, Regulations, Hansard and the Yukon Gazette; maintains the legislative subscription management database systems and information management systems; maintains, reports, and reorders product inventories; coordinates subscription listing output services for client departments as requested; facilitates coordination, packaging and shipping of subscription materials. The incumbent provides secretarial support services for the section and performs a variety of financial and administrative support functions. (The salary for this position is from legislative appropriation.)

Administrative Clerk:

Reporting to the Manager, the incumbent provides administrative clerical support service to the Queen's Printer Unit to ensure the smooth flow of information and paperwork. (The salary for this position is from legislative appropriation.)

Operations Support Assistant:

Reporting to the Manager, the incumbent enters client work orders, client projects and other support data into the information management system; responds and coordinates clients' requests and services through contact with the Account Managers, graphic design services, printroom production and subscription services; coordinates reports on all aspects of QPA production and services activities. Fifty percent (50%) of the Operations Support Assistant salary is charged to the Agency, fifty percent (50%) to the legislative appropriation.

Printroom Operator II:

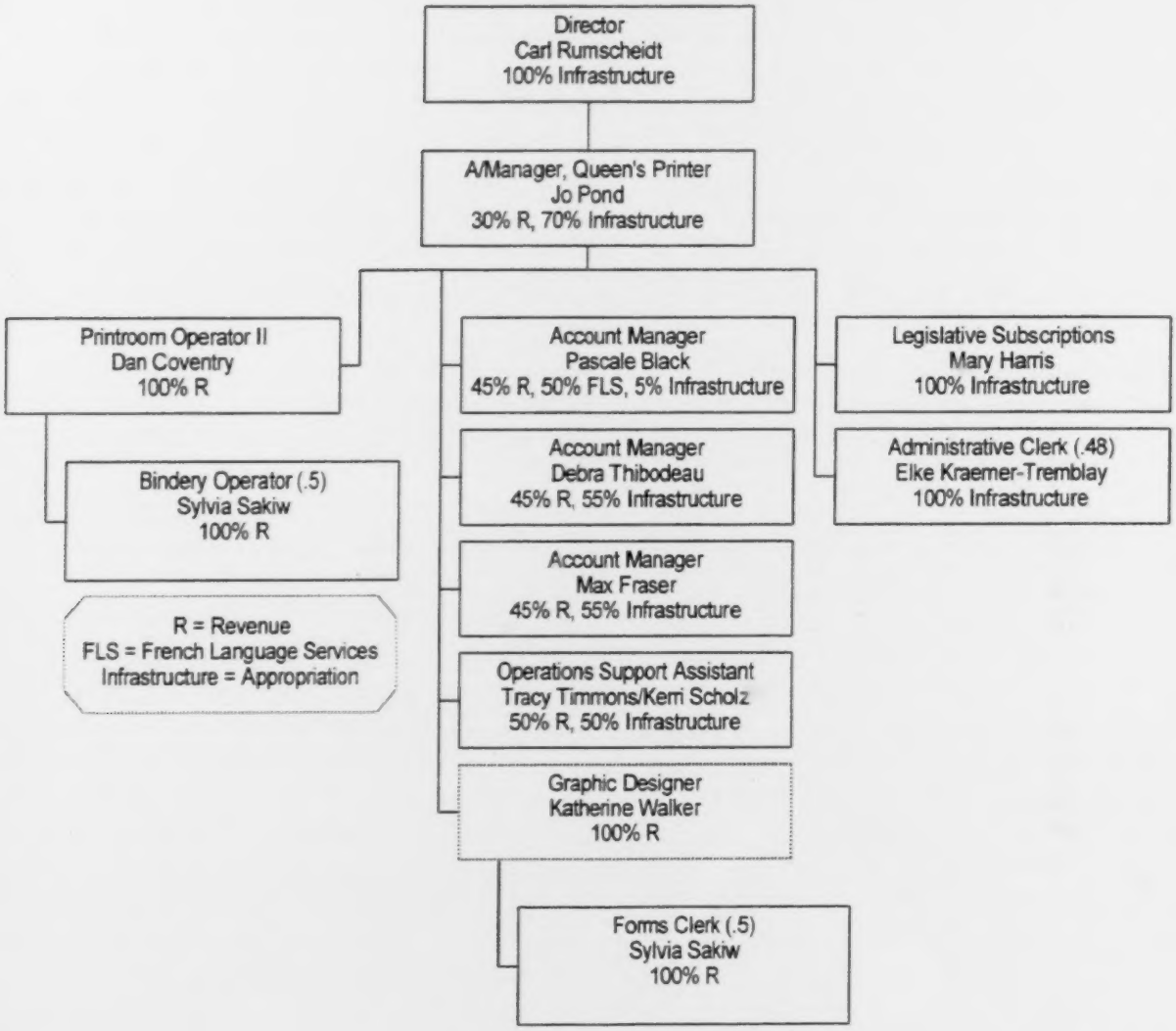
Reporting to the Manager, the incumbent is responsible for overseeing the activities carried out in the Queen's Printer printroom. The incumbent operates the duplicating and bindery/finishing equipment in the printroom. Responsibilities including managing printroom production traffic, managing printroom supplies and performing operations maintenance of the equipment. One hundred percent (100%) of the Printroom Operator II's salary is charged to the Agency.

Bindery Operator:

Reporting to the Printroom Operator II, the incumbent operates the duplicating and bindery/finishing equipment in the printroom. One hundred percent (100%) of the Bindery Operator's salary is charged to the Agency.

APPENDIX B

ORGANIZATION CHART



APPENDIX C
FINANCIAL INFORMATION

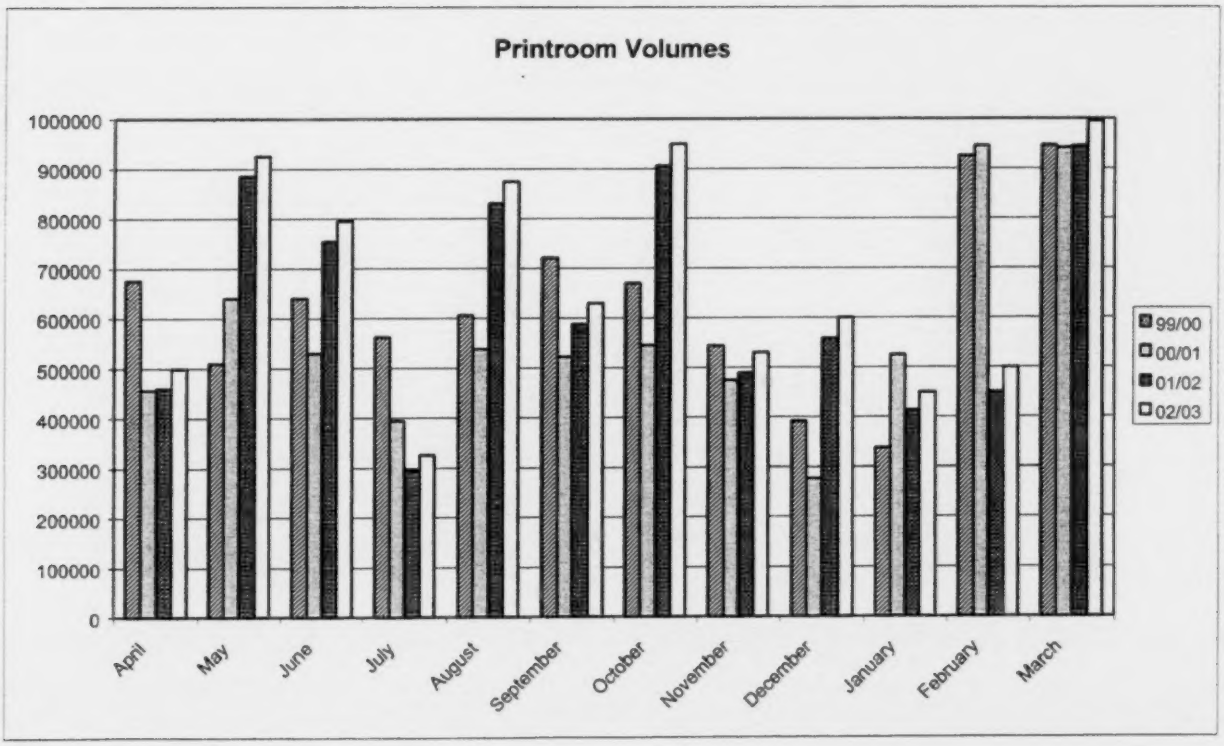
COMPARATIVE INCOME STATEMENT

	2002/2003 Estimate	2001/2002 Projected	2000/2001 Actual	1999/2000 Actual
REVENUE:				
In-house Printing & Design				
In-house printing by YTG Departments	531,000	500,000	450,000	409,000
In-house graphic/forms design	65,000	40,000	13,000	3,000
Sub-total	**596,000**	**540,000**	**463,000**	**412,000**
Other Services				
Bureau of French Language Services	87,200	90,200	87,500	78,300
Appropriation O&M	323,000	314,300	313,000	310,800
Sub-total	**410,200**	**404,500**	**400,500**	**389,100**
TOTAL REVENUE	**1,006,200**	**944,500**	**863,500**	**801,100**
EXPENSES:				
In-house Printing & Design				
Personnel and Administration	299,000	243,000	217,000	217,000
Contract Services	31,000	31,000	31,000	11,000
Repairs And Maintenance	90,000	90,000	83,000	91,000
Supplies	60,000	60,000	54,000	72,000
Amortization Expense	29,000	29,000	29,000	29,000
Printing	87,000	87,000	56,000	15,000
Sub-total	**596,000**	**540,000**	**470,000**	**435,000**
Other Services				
Personnel Costs	278,600	264,800	259,800	239,000
Employee Travel Outside Yukon	2,500	2,500	0	5,000
Contract Services	87,600	107,900	107,900	100,900
Repairs And Maintenance	1,500	1,500	4,000	500
Rental Expense	0	0	0	0
Postage And Freight	4,000	4,000	1,500	6,100
Advertising	3,100	2,100	6,700	2,000
Program Materials	8,200	8,200	7,100	10,000
Non Consumable Assets	0	0	0	0
Other	0	0	0	0
Interest	0	0	0	0
Printing	24,700	13,500	13,500	25,600
Sub-total	**410,200**	**404,500**	**400,500**	**389,100**
TOTAL EXPENSES	**1,006,200**	**944,500**	**870,500**	**824,100**
NET INCOME	**0**	**0**	**(7,000)**	**(23,000)**

APPENDIX D

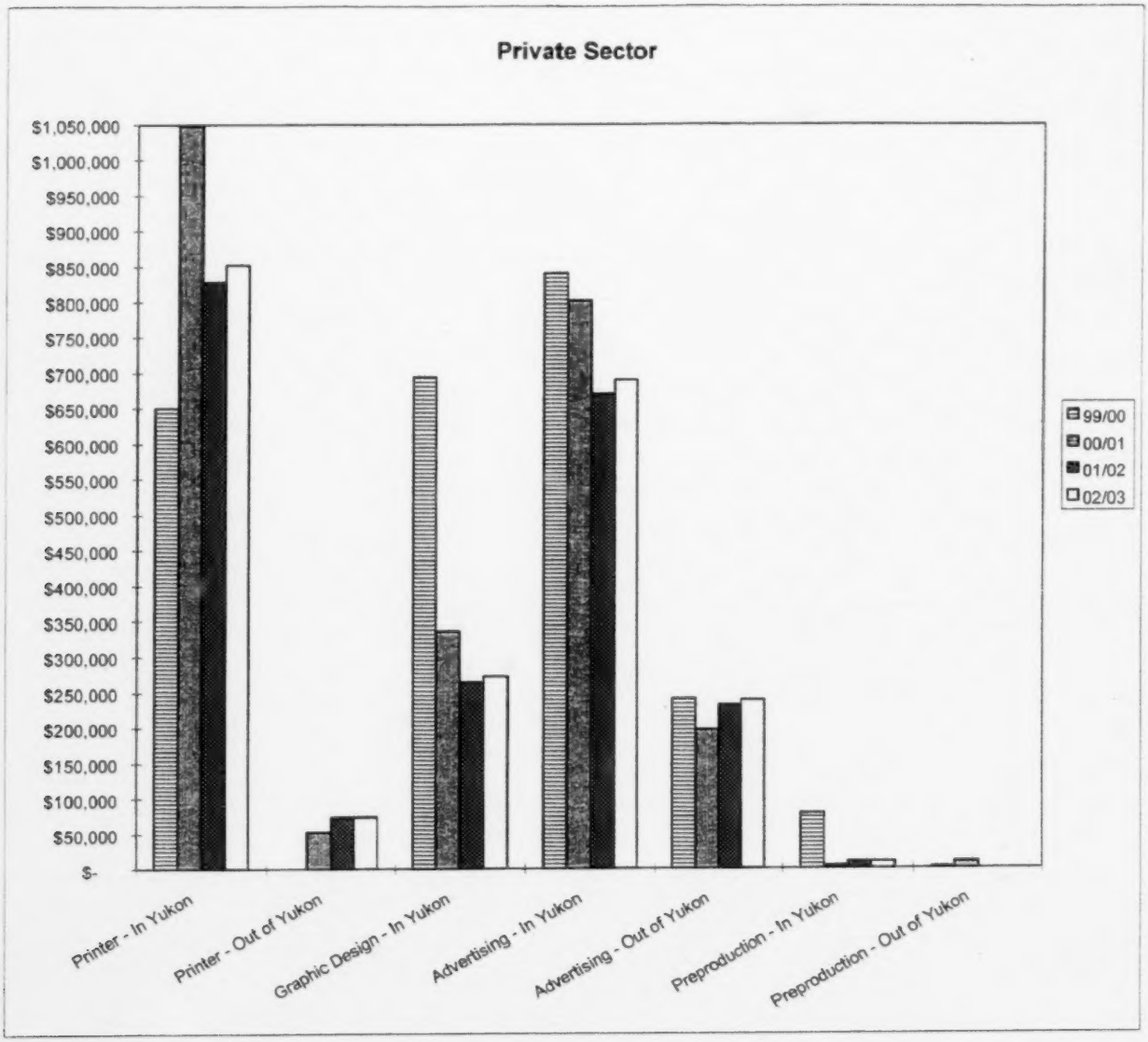
OPERATING INFORMATION

Copy Volume		
	QPA	Departmental Copiers
1999/00 Actual	7,530,933	16,339,997
2000/01 Actual	6,791,871	18,682,307
2001/02 Projected	7,573,000	17,900,000
2002/03 Estimate	8,075,000	17,400,000



APPENDIX E
DEPARTMENTAL EXPENDITURES WITH QPA AND PRIVATE SECTOR

	QPA	Private Sector (In Yukon)	Private Sector (Out of Yukon)
1999/00 Actual			
Advertising		840,400	241,000
Graphic Design	3,000	694,000	
Pre-production		78,800	2,000
Printing		650,000	0
Printroom	409,000		
Total	**412,000**	**2,263,200**	**243,000**
2000/01 Actual			
Advertising		802,000	196,800
Graphic Design	13,000	336,000	
Pre-production		4,000	10,000
Printing		1,047,500	52,900
Printroom	450,000		
Total	**463,000**	**2,189,500**	**259,700**
2001/02 Projected			
Advertising		670,000	232,000
Graphic Design	40,000	264,000	
Pre-production		10,000	
Printing		828,000	74,000
Printroom	500,000		
Total	**540,000**	**1,772,000**	**306,000**
2002/03 Estimate			
Advertising		690,000	239,000
Graphic Design	65,000	272,000	
Pre-production		10,000	
Printing		853,000	74,000
Printroom	531,000		
Total	**596,000**	**1,825,000**	**313,000**


Private Sector
$1,050,000
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$650,000
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99/00
00/01
01/02
02/03
Printer - In Yukon
Printer - Out of Yukon
Graphic Design - In Yukon
Advertising - In Yukon
Advertising - Out of Yukon
Preproduction - In Yukon
Preproduction - Out of Yukon

APPENDIX F

CUSTOMER PROFILE

Printroom Services
(Based on Dollar Value of Service Requests Processed)

Department	Estimate 2002/2003	Projected 2001/2002	Actual 2000/2001	Actual 1999/2000
Legislative Assembly	5,200	5,000	2,400	7,000
Executive Council Office	57,400	49,000	27,400	40,000
Education	87,600	79,300	79,300	86,000
Energy, Mines and Resources	34,600	28,600	35,400	23,000
Justice	21,100	19,600	16,200	17,000
Community Services	35,000	24,000	15,750	13,000
Public Service Commission	21,800	21,800	23,000	22,000
Women's Directorate	0	2,800	700	3,000
Finance	40,500	38,200	40,500	31,000
Business, Tourism and Culture	37,500	29,100	26,500	14,000
Environment	36,000	31,000	39,300	27,000
Health & Social Services	45,000	45,000	45,300	44,000
Infrastructure	134,500	134,000	88,650	79,000
Departments - Other	31,000	25,000	17,000	0
Yukon Housing	0	0	300	0
Yukon Liquor	1,600	1,300	3,000	0
Yukon Development	1,600	1,300	1,500	0
YWCHSB	5,600	5,000	500	4,000
Yukon College	0	0	300	0
Corporations - Other	0	0	0	2,000
TOTAL	596,000	540,000	463,000	412,000

Subscription Services

Product	Estimate 2002/2003	Projected 2001/2002	Actual 2000/2001	Actual 1999/2000
Hansard	3,100	3,100	800	1,500
Statutes	16,200	16,200	10,000	12,500
Regulations	9,900	9,900	2,600	10,100
Yukon Gazette	22,000	22,000	25,100	24,200
Other	13,800	13,800	2,700	7,500
TOTAL	65,000	65,000	41,200	55,800

APPENDIX G

CUSTOMER SERVICE AGREEMENT

INTRODUCTION

This agreement sets out the publishing services the Queen's Printer Agency will provide in the fiscal year 2002/2003. It defines any terms and conditions which affect the services being provided.

The objective is to foster certainty and confidence for clients in the services they receive from the Queen's Printer Agency.

QPA commits to provide to the Client all the services listed below and will strive to help meet other related publishing needs wherever possible.

SERVICES PROVIDED

The services offered to all clients include:

- **In-house, black ink print-on-demand production**
  - High quality output
  - Quick turnaround
  - Confidentiality
  - "Just in Time" printing, resulting in reduced warehousing and distribution costs and less waste paper
  - Ability to print from electronic files
  - Files can be stored electronically for future reproduction
  - Various bindery/finishing services:
    - Cerloxing
    - Thermal binding
    - Corner/side stitching
    - Saddle stitching
    - Folding
    - Cutting/trimming
    - Padding
    - Drilling
  - Householder mailings

- **Creative services and graphics consulting**
  - Assist clients with creative concepts in the planning stage
  - Help clients develop cost effective, efficient and comprehensive specifications and instructions for private sector design firms
  - Help clients liaise with private sector design firms to ensure budget, timeline and quality are maintained
  - Provide technical assistance to clients in the ever-changing area of digital graphics
  - Maintain the latest technology and computer design equipment in the QPA design studio in order to assist clients verify, modify, edit, and archive digital graphics files

- **Forms design and production**
  - Assist clients in the development and design of forms
  - Provide in-house design and production services in conjunction with private sector forms design firms
  - Provide clients with an efficient and economical source for their forms requirements including new forms and updated forms
  - Maintain a tracking system for government forms both chronologically and numerically by assigning code reference numbers (YG numbers)
  - Manage pre-press and printing of forms
  - Assess form design as revision requests are received in order to ensure all technical barriers are removed to allow local printing of forms

- **Project management and publishing contract management**
  Our team of experienced print professionals is your guide through the possible pitfalls of printing project management. They are available to provide as much or as little assistance as you wish. The Account Managers can simplify the printing process by:
  - Providing pre-production planning and advice
  - Developing and finalizing the printing specifications
  - Developing a production schedule
  - Obtaining competitive quotations
  - Issuing and managing supplier contracts
  - Advising on visual identity requirements
  - Monitoring quality
  - Coordinating all the partners in the project to ensure a quality product is delivered on time and on budget

- **Subscription services**
  QPA provides legislative documents and government publications to regular subscribers and one-time buyers. High profile publications include Hansard, Yukon Gazette, Statutes and Regulations. Legislative Publications Pricing Regulations, O.I.C. 1994/211, Public Printing Act, set the fee schedule for all legislative publications. Recoveries are deposited into the Consolidated Revenue Fund.

TERMS AND CONDITIONS

Several terms and conditions affect this service commitment, as follows:

Printroom Production:

- Printroom production requested by the Client will be costed on the basis of the rate structure defined in Annex A.
- Each month, QPA will provide to the Client an invoice which will detail all printroom jobs completed that month for the Client and other information as agreed to.
- QPA will endeavor to provide one (1) to three (3) day turnaround where the Client's deadlines require such service. The Client will endeavor to make requests as far in advance of their deadlines as possible. Where it is not possible to meet the Client's printroom service request, QPA will, upon prior approval of the Client, contract the work to private sector suppliers, at the cost of the Client.
- Priority will be given to service requests as per the ranking defined in Annex B. Where service requests with a higher ranking than the Client's are received, they will take priority, and may affect the turnaround time for the Client's request. QPA will endeavor to help in any way possible to minimize any resulting inconvenience to the Client.

Design Services:

Design Services requested by the client will be costed on the basis of the rate structure defined in Annex A.

All Other Services:

All other services will be provided without cost to the Client, except where QPA incurs costs for work contracted out to private sector suppliers.

On behalf of (name of Client Department):

Name: _____

Title: _____

Signature: _____ Date: _____

On behalf of (name of Queen's Printer Agency):

Name: _____

Title: _____

Signature: _____ Date: _____

Annex A: Rate Structure

		Costing Unit	Cost/Unit
Graphic/Form Design Services		Hour	$44.00
Printroom Rates:			
Pre-press (cut & paste, screen photos, etc.)		Hour	$30.00
Impression Charges	Docutech and 1090	Impression	$0.0395
Binding			
	Stitching (corner/side)	each	$0.05
	Saddle Stitching	book	$0.45
	(also charge for shop time @ $30/hr)		$30.00
	Thermal 8 1/2 x 11	each	$0.40
	Cerlox – small (1/4 - 3/8)	each	$0.50
	Cerlox – medium (1/2 – 1)	each	$1.00
	Cerlox – large (1 1/4 – 2)	each	$1.50
Other Finishing			
	Cutting/trim	per order	$4.00
	Folding - machine	per sheet	$0.02
	Padding	Per pad	$0.29
	Drilling 3 holes	per 1K sheets	$2.00
Paper (Note 1)			
	11" white 20 lb	each	$0.0073
	11" colour 20 lb	each	$0.0107
	11" white 20 lb drilled	each	$0.0079
	14" white 20 lb	each	$0.0088
	14" colour 20 lb	each	$0.0125
	17" white 20 lb	each	$0.0152
	11" Tag	each	$0.0932
	14" Tag	each	$0.1539
	11" Special Bond	each	$0.0500
	11" Tag manilla 9 pt	each	$0.0546
	14" Tag manilla 9 pt	each	$0.1537
Cover stock (Note 1)			
	11"	each	$0.070
	14"	each	$0.117
	17"	each	$0.226
Tab dividers		Set (5)	$0.600
Handling		per order	$4.00
Courier (Note 1)		trip	$4.50
Packaging		each	$3.85
Householder Mailout Preparation		per order	$150.00
Business Cards (Note 1)			
	Black ink only – one sided	100	$40.00
		200	$40.00
		500	$45.00
		1000	$50.00
	Surcharge – black ink only – two sided	Per order	$25.00
	Surcharge – black and pantone – one sided	Per order	$30.00
	Surcharge – black and pantone – two sided	Per order	$55.00

Note 1: Paper, cover stock, courier and business cards are subject to change. They will be charged at market value.

Annex B: Priority Schedule

Priority is given to in-house production of the following materials, in descending order:

- Legislative Materials – Hansard, Gazette, Acts, Regulations, materials for the Legislative Assembly.
- Finance – budget materials.
- Executive Council Office – including direct ministerial requests, ministerial statements, time-sensitive Bureau of Statistics materials, Land Claims priority documents, Elections Office materials.
- Specifications – for public tenders.
- Program Materials – schools, departmental copying and printing, general operational and last minute requests.
- MLA Newsletters – limits on the number of requests are specified by the Member Services Board. Requests are authorized by the Clerk of the Assembly.
- Non-profit – services for non-profit groups may be made through the sponsoring department.

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